Insurance

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Low	Medium	FCR Total
Insurance	90 70	1 0	91 70
Customer Company Total	90 70	1 0	91 70

Insurance

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Low	Medium	MIR Total
Insurance	90	1	91
	5	0	5
Customer Company Total	90	1	91
	5	0	5

Insurance

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

	Top Number - Total Incidents		
	Bottom Number -Average time in hours		
Customer Company	**Low**	**Medium**	**ATTIR Total**
Insurance	90 0.27	1 0.64	91 0.28
Customer Company Total	90 0.27	1 0.64	91 0.28

Insurance

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

	Top Number - Total Incidents		
Customer Company	**Bottom Number - Missed Resolution**		
	Low	**Medium**	**MR Total**
Insurance	90	1	91
	1	0	1
Customer Company Total	90	1	91
	1	0	1

Insurance

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number - Average time in hours		
	Low	Medium	ATTR Total
Insurance	90 0.67	1 0.76	91 0.67
Customer Company Total	**90 0.67**	**1 0.76**	**91 0.67**

Insurance

Detail

INC000000305706	Heidi Petermann	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000305916	Luanne Winters	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000306227	Beth Crim	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	TIR:	0.25
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.25
INC000000306564	Rudy VanBeekum	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000306566	Deborah Mae Hyatt	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000306874	Donald Catmull	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.38
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	2.07
INC000000306880	Donald Catmull	PC/Laptop	None	None		TIR Missed: No	TIR:	0.31
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	2.18
INC000000306911	Jilene Whitby	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.35
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	5.56
INC000000307141	Beth Crim	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307150	Colette Sawyer	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307159	Tanji Northrup	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307324	Weimei Ye	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.15
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	1.85
INC000000307478	Adam Martin	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.24
INC000000307485	Donald Catmull	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307535	Rudy VanBeekum	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307843	Jaimee George	Application	Password	None		TIR Missed: No	TIR:	0.29
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.79

Insurance

INC000000307912	Rudy VanBeekum	Application	Password	PGP		TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Insurance		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307927	Carolyn Maynard	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Help Desk	James Stearns	Insurance		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307942	Allen Hart	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.34
Enterprise Security	Bart Grant	Insurance		Low	Closed	TTR Missed: No	TTR:	0.46
INC000000308036	Silmara Charlesworth	Application	None	Adobe Acrobat		TIR Missed: No	TIR:	0.12
Capitol Desktop Support	Paul Ross	Insurance		Low	Closed	TTR Missed: No	TTR:	0.12
INC000000308090	Rudy VanBeekum	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.61
Capitol Desktop Support	Paul Ross	Insurance		Low	Closed	TTR Missed: No	TTR:	4.56
INC000000308563	Carrie Monnier	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000308570	Deborah Mae Hyatt	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000308620	Steven B. Price	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000308649	Steven B. Price	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000308653	Steven B. Price	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000308837	Terisa Anderson	Network	Incident	None		TIR Missed: No	TIR:	0.19
Capitol Desktop Support	Paul Ross	Insurance		Low	Closed	TTR Missed: No	TTR:	3.41
INC000000309102	David Flores	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000309138	Colette Sawyer	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance		Low	Closed	TTR Missed: No	TTR:	0.15
INC000000309290	Terisa Anderson	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.09
Capitol Desktop Support	Paul Ross	Insurance		Low	Closed	TTR Missed: No	TTR:	0.33
INC000000309501	Steven B. Price	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000309886	Hermoliva Abejar	PC/Laptop	Error	PGP		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Insurance		Low	Closed	TTR Missed: No	TTR:	0.00
INC000000310020	Heidi Petermann	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.32
Capitol Desktop Support	Paul Ross	Insurance		Low	Closed	TTR Missed: No	TTR:	2.40

Insurance

Incident / Group	Requester / Assignee	Category / Company	Type / Priority	CI / Status	Missed	Value
INC000000310034	Steven B. Price	PC/Laptop	Performance	None	TIR Missed: No	TIR: 0.20
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 2.29
INC000000310222	Armand Glick	Application	Error	None	TIR Missed: No	TIR: 0.43
Capitol Hosting	Dale Hicks	Insurance	Low	Closed	TTR Missed: No	TTR: 0.43
INC000000310287	Kris Redmond	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000310289	Michelle M White	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000310385	Rudy VanBeekum	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000310431	Mary Dy	Application	None	None	TIR Missed: Yes	TIR: 8.51
Application Support	Terry Davis	Insurance	Low	Closed	TTR Missed: Yes	TTR: 8.68
INC000000310663	Troy Stover	PC/Laptop	Error	None	TIR Missed: No	TIR: 0.16
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.16
INC000000311196	Rudy VanBeekum	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000311255	Tanji Northrup	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000311565	Rudy VanBeekum	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000311815	Ned Shimizu	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Help Desk	Brenda Treadway	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000311886	Donald Catmull	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000312159	Connie Nowland	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000312287	Steven B. Price	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000312980	Tracy Klausmeier	Telecom	Call Management	Telephone	TIR Missed: No	TIR: 0.12
Voice Operations	Britany Finlay	Insurance	Low	Closed	TTR Missed: No	TTR: 0.68
INC000000313075	Steven B Price	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000313269	Tanji Northrup	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000313996	David A Stauffer	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000314190	Michelle M White	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.07
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.69
INC000000314266	Clarissa Crisp	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000314330	Luanne Winters	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.64
	Capitol Desktop Support	Paul Ross	Insurance	Medium	Closed	TTR Missed: No	TTR:	0.76
INC000000314352	Sandy Glaze	Application	Error	None		TIR Missed: No	TIR:	0.56
	Application Support	Kyle Pettit	Insurance	Low	Resolved	TTR Missed: No	TTR:	3.23
INC000000314435	Randy Overstreet	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000314442	Joyce Maher	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000314870	Connie Nowland	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000314872	Jordan Tolman	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000315035	Aaron Phillips	Application	None	None		TIR Missed: No	TIR:	0.16
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.70
INC000000315184	Silmara Charlesworth	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000315345	Diane Perucca	None	None	None		TIR Missed: No	TIR:	0.73
	Application Services	Tony Larsen	Insurance	Low	Closed	TTR Missed: No	TTR:	2.37
INC000000315854	Jenifer Christian	Network	None	None		TIR Missed: No	TIR:	0.35
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.58
INC000000316049	Steven B Price	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	
INC000000316717	Tanji Northrup	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000317274	Clarissa Crisp	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000317279	Luanne Winters	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00

Insurance

Incident	Requester	Category1	Category2	Category3			TIR Missed / TTR Missed	TIR / TTR
INC000000317597	Aaron Phillips	Network	Error	None			TIR Missed: Yes	TIR: 1.68
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved		TTR Missed: No	TTR: 3.15
INC000000318009	Sandra Halladay	None	None	None			TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000318012	Terisa Anderson	None	None	None			TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000318060	Jilene Whitby	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	TIR: 0.42
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved		TTR Missed: No	TTR: 3.02
INC000000318513	Karon Hardman	None	None	None			TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000318868	Sandy Glaze	Application	None	None			TIR Missed: Yes	TIR: 1.92
	Application Support	Kyle Pettit	Insurance	Low	Resolved		TTR Missed: No	TTR: 1.92
INC000000318909	Deborah Mae Hyatt	Application	Reporting	Novell GroupWise			TIR Missed: No	TIR: 0.54
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved		TTR Missed: No	TTR: 0.98
INC000000319075	Weimei Ye	Application	Password	Novell GroupWise			TIR Missed: Yes	TIR: 2.10
	Help Desk	Sarah Johnson	Insurance	Low	Resolved		TTR Missed: No	TTR: 2.10
INC000000319176	Cecil Thomas	Application	Error	Citrix ICA Client			TIR Missed: No	TIR: 0.83
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved		TTR Missed: No	TTR: 0.93
INC000000319395	Terisa Anderson	None	None	None			TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000319897	Carolyn Maynard	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Doug Brown	Insurance	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000319913	Jaimee George	None	None	None			TIR Missed: No	TIR: 0.07
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved		TTR Missed: No	TTR: 0.72
INC000000320670	Hermoliva Abejar	Application	Password	Novell GroupWise			TIR Missed: No	TIR: 0.32
	Help Desk	Sarah Johnson	Insurance	Low	Resolved		TTR Missed: No	TTR: 0.35
INC000000320695	Suzette D Green-Wright	None	None	None			TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000320702	David Flores	None	None	None			TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000320930	Karon Hardman	None	None	None			TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved		TTR Missed: No	TTR: 0.00
INC000000321514	Mary Dy	None	None	None			TIR Missed: No	TIR: 0.45
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved		TTR Missed: No	TTR: 0.45

Insurance

INC000000321832	Mary Dy	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed: No	TTR:	0.08
INC000000322286	Cheryl Alexander	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000322294	Steven B Price	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000322698	Ethan smith	Application	Password	Novell GroupWise		TIR Missed: Yes	TIR:	1.66
Application Services	Martin Gonzalez	Insurance		Low	Resolved	TTR Missed: No	TTR:	1.76
INC000000322812	David A Stauffer	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000323157	Sandra Halladay	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000323237	Karon Hardman	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance		Low	Resolved	TTR Missed: No	TTR:	0.00